Managely Release Notes

September 2022

MANAGELY™

Contents

Enhancements

Customer Import

Improvements to the customer import process allow a larger number of imports; more efficiently manage memory; and give progress messages.

The customer import runs as a background job. It supports Excel files with multiple sheets. The records are processed in groups of 50 records at a time to help keep the memory usage low.

The import page shows a job progress bar and messages. When the job is complete, there is an Excel file provided for download and saved in the Attachments area for later reference. This Excel file shows the details about the number of customers, site, systems, RMR saved during each 50-record import. If any validation errors occur during the import process, the results file will show the details.

Customer Portal

Customers can Add/Delete Payment Types

Customers using the Customer Portal can add and delete credit cards and eChecks on their accounts.

Customers can Add Work Order Notes

Customers using the Customer Portal can add work orders and notes to their existing work orders.

This feature can be enabled or disabled: In Managely, go to Setup > Company > Preferences > Customer Portal tab. The Enable Work Orders toggle controls this feature.

Invoices

One Click Credit

Users can apply a credit with one click to the full amount of an invoice. Users can apply credit on the Invoice page or on the Invoices tab on a customer. On the Invoice page, there is a **Credit** button at the top if a user can apply credit to the full invoice. On the customer Invoices tab, which shows a list of invoices, there is a credit button beside the **$ Pay Invoice** button if a user can apply credit to the full invoice. The Credit button is not visible if there has been any payment applied to the invoice.

When a user clicks the Credit button to create a credit, there is a popup window to select a reason for the credit. When the user clicks Save, Managely creates the credit for the invoice using this information:

- Credit Date - This is the current date
- Credit Reason - This is the reason the user selected
- Customer Site - This is the site on the invoice
- Sales Tax - This is the tax on the invoice
- Salesperson - This is the salesperson on the invoice
- Delivery Method - This is the delivery method on the invoice
- Warehouse - This is the warehouse on the invoice (If no warehouse was selected on the invoice, this is the default warehouse from the setup preferences)
- Credit Items and Parts - This matches the items and parts on the invoice with the same quantities and rates, all marked the same for taxable or not and using the same sales tax rate

eForms

Template Types

eForms has a templates page and grid for users to create needed eForm templates. On this page, users can add templates, and edit, delete, copy, and design existing templates. Users can also view any inactive eForms.

Toggle Header and Footer in Designer

On the eForms Designer, users can show or hide the header or footer on each page of an eForm. The controls for this in the Page Settings section of the left-side toolbar. Users cannot hide a header or footer if the header or footer contains a field that the recipient must edit.
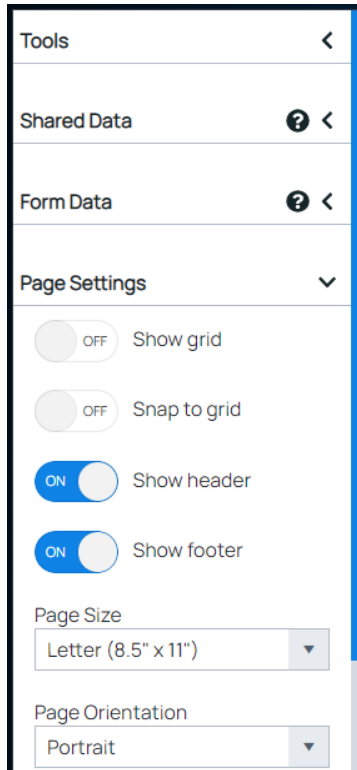
General Ledger

Import Journal Entries

Users can import General Journal Entries that are in an Excel spreadsheet.

On the page to add a journal entry, there is an **Import Detail** button. Click this to upload an Excel spreadsheet with journal entries. Users can upload only properly formatted Excel (xls, xlsx) files. When the import is successful, users can see the imported details in the general entry details grid. Users can made additional edits to the entries and save the changes. Any error in the import process cancels the import.

Balance Column

GL accounts now have a Balance column that shows the effect of each entry. Users can move and hide this column like all other columns in the grid.

(PRO/Enterprise) Inter Branch

When creating a Journal Entry, an Inter-Branch Entry occurs if a branch associated with the debits and credits differ from the branch associated with the header record. This is demonstrated when creating bills, paying bills, making deposits, creating invoices, and transferring parts.

(PRO/Enterprise) Inter Branch Bill Creation

When creating a bill, the general ledger entry associated with the bill generally posts as a debit to Inventory/COGS (if direct expensing) and a credit to Accounts Payable. When using branches, Accounts Payable posts to the branch associated with the vendor on the bill; and Inventory/COGS posts to the branch (or branches) associated with the items and parts on the bill. There is a default from the branch for the bill, but users can change this to use a different branch for each record.

For Example: A user posts a bill for a vendor associated with the Ohio branch that includes parts for two different branches: Ohio Branch and Michigan Branch. The bill has the following records associated with it:

- Part 1 - $50 (Ohio Branch)
- Part 2 - $50 (Michigan Branch)

These will post to the GL as normal with branches associated with the individual entries and AP being associated with the branch the vendor is on (Ohio).

	Debit	Credit	Branch
COGS	$50		Ohio
COGS	$50		Michigan
Accounts Payable		$100	Ohio
Inter-Branch Due from Michigan	$50		Ohio
Inter-Branch Due to Ohio		$50	Michigan

(PRO/Enterprise) Inter Branch Bill Paying

When paying a bill, users specify a bank account to use for paying the bill. If the branch for the bank account is different than the branch associated with the accounts payable on the bill (which comes from the vendor), there is an inter branch GL entry created.

For Example: There is a $50.00 bill for a vendor who is in an Ohio Branch. A user makes a payment for the bill with a bank account that is in the Michigan Branch. The GL Entry adds inter-branch records to account for the difference between the branch paying the bill and the vendor branch:

	Debit	Credit	Branch
Accounts Payable	$50		Ohio
Mich. Bank Account		$50	Michigan
Inter-Branch Due from Ohio	$50		Michigan
Inter-Branch Due to Michigan		$50	Ohio

(PRO/Enterprise) Inter Branch Deposits

When reconciling a deposit, users specify a bank account for the deposit, which creates a journal entry to record moving the money from undeposited funds to the GL account associated with the bank account. If the bank account's branch is different than the branch associated with any of the payments within that deposit (determined by the customer the payment was created for and is specified on the GL Entry associated with the payment being made), the system creates an inter-branch entry along with the entry that is moving the money from undeposited funds to the bank account's GL account.

For Example: There is a deposit totaling $150.00 that has three separate payments in it worth $50.00 each. One of the payments was created for a customer under the Ohio branch; another for a customer under the Michigan branch; and another for a customer under the Colorado branch. This is deposited into a bank account that is associated with the Ohio branch. The GL Entry follows the usual flow but has additional inter branch records to account for the difference between the branch receiving the deposit, and the branch associated with the payments.

The GL entry for reconciling the deposit to the bank account looks like this:

	Debit	Credit	Branch
Ohio Bank Account	$150		Ohio
Undeposited Funds		$50	Ohio
Undeposited Funds		$50	Michigan
Undeposited Funds		$50	Colorado
Inter Branch Due from Ohio	$50		Michigan
Inter Branch Due to Michigan		$50	Ohio
Inter Branch Due from Ohio	$50		Colorado
Inter Branch Due to Colorado		$50	Ohio

Each interbranch that is being recorded is not summed up into one; it is recorded separately for each payment that triggers inter-branch activity.

(PRO/Enterprise) Inter Branch Accounts for Invoices

When creating an invoice, the general ledger entry associated with the invoice generally posts as a debit to accounts receivable and a credit to an income account. Accounts Receivable is always posted to the branch associated with the customer's invoice. Revenue is posted to the branch associated with either the site the items and parts are attached to or the RMR the invoice is being created from.

If there are two branches associated with one invoice, the inter-branch entry is added to the GL entry posted from the invoice.

- There is a debit to the revenue amount to the branch not associated with the customer the invoice is being generated from.

- There is a credit to the revenue amount to the branch associated with the customer the invoice is being generated from.

There is a post to the inter-branch account when an invoice hits the general ledger for two different branches, which happens in these two scenarios:

1. Items and parts on an invoice can be manually attached to different sites. If the invoice has two sites on it that are attached to different branches, this will post an inter-branch entry.

2. Multiple RMRs can be charged on the same invoice. If there is more than one RMR line being charged on the same invoice and the site those RMRs are attached to are using a different branch, this will post an inter-branch entry.

Entry Example: This example shows posting a recurring invoice for a customer associated with the Ohio branch that includes RMR for two different sites: Site 1 - Ohio Branch and Site 2 - Michigan Branch.

- Ohio Monitoring - $50
- Ohio Sales Tax - $5
- Mich. Monitoring - $50
- Mich. Sales Tax - $5

These will post to the GL as normal with branches associated with the individual entries and AR being associated with the branch the customer is on (Ohio).

	Debit	Credit	Branch
Accounts Receivable	$110		Ohio
Monthly Revenue		$50	Ohio
Sales Tax		$5	Ohio
Monthly Revenue		$50	Michigan
Sales Tax		$5	Michigan
Inter-Branch Due from Ohio	$50		Michigan
Inter-Branch Due from Ohio	$5		Michigan
Inter-Branch Due to Michigan		$50	Ohio
Inter-Branch Due to Michigan		$5	Ohio

(PRO/Enterprise) Inter Branch Part Transfers

When transferring parts between warehouses, the transfers create inter-branch entries if the warehouses are in different branches.

For Example: Part transfers in between branches:

	Warehouse A Branch A	Warehouse B Branch B
Part A	$50.00	$100.00

Transferring one of Part A from Warehouse A to Warehouse B:

	Debit	Credit	Branch
Interbranch A	$50.00		Branch A
Warehouse A		$50.00	Branch A
Warehouse B	$100.00		Branch B
Interbranch B		$100.00	Branch B

(PRO/Enterprise) Inter Branch Grids

With this grid, users can see and manage the money that needs to be transferred between bank accounts.

The grid is separated by branch. Within each branch header, users see what is due to/due from each branch underneath that. Each branch subset underneath the main branch header includes the debits/credits for each inter-branch account.
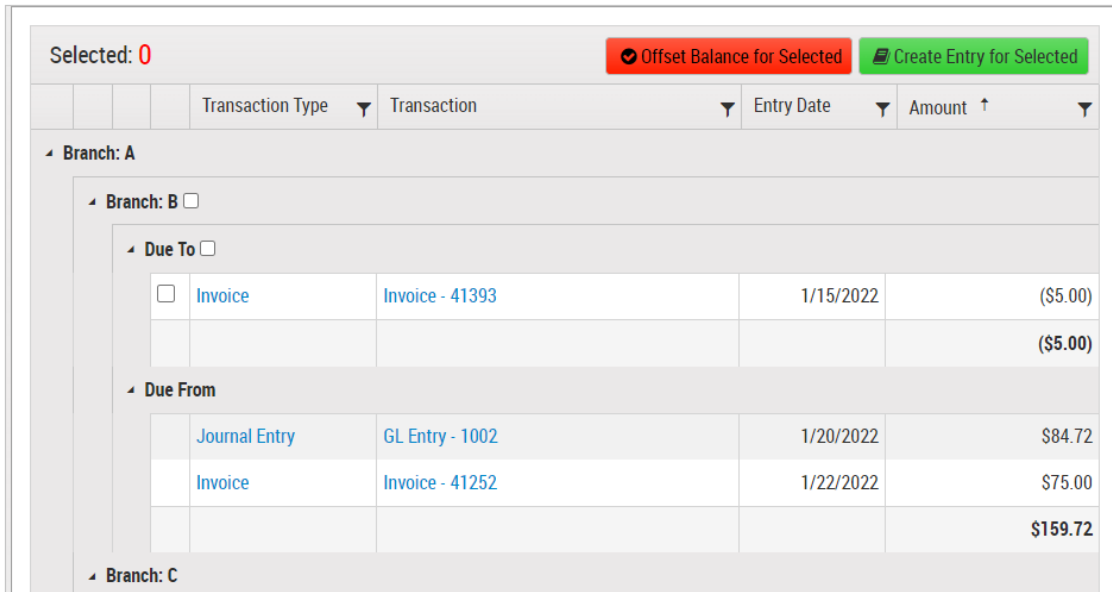
The screenshot shows pulling the inter-branch activity between Branch A and Branch B as such:

Branch A owes Branch B $5.00 from Invoice #41393 that was created for a customer under Branch A where the invoice included $5.00 of revenue for Branch B. The entry from the invoice generated would have included an inter-branch entry as such:

	Debit	Credit	Branch
Inter-Branch Due from Branch A	$5.00		Branch B
Inter-Branch Due to Branch B		$5.00	Branch A

Branch B owes Branch A $84.72 from Journal Entry - #1002 created with a header branch of Branch A. This journal entry was for payroll expense and created an inter-branch entry:

	Debit	Credit	Branch
Inter-Branch Due from Branch B	$84.72		Branch A
Inter-Branch Due to Branch A		$84.72	Branch B

Each branch can create entries that represent payments to other branches; records labeled with 'Due To' have a checkbox on the far left, and there is a checkbox at the subbranch header that auto selects all the 'Due-To' options within that specific branch grid.

To move money out of one branch and into another, there is a popup for users to select a bank for each branch, representing where the money is coming out of and going to. This popup includes the branches in the entry being made for the branches selected on the grid:
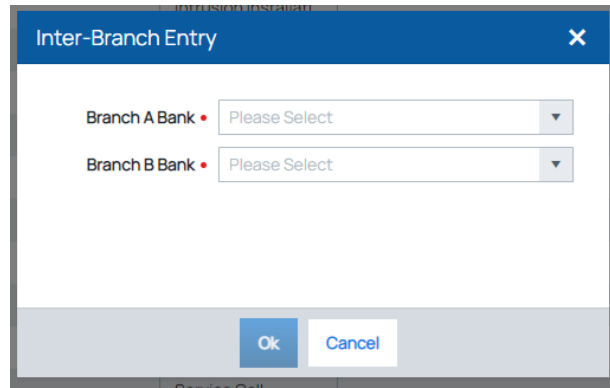
To offset inter-branch accounts associated with the selected entries in the grid without moving money from one branch/bank to another, users click the **Offset Balance for Selected** button.

Inventory

(Enterprise) Part Pricing

Introduced part pricing for customers. This allows users to offer part price breaks of various levels to residential and commercial customers.

To use part pricing, go to Setup > Items & Parts > Part Pricing Levels. There are 10 pre-defined levels. Users can rename the levels by clicking Edit. Add one or more parts to a level by clicking Parts. After selecting parts to add to a level, expand that level to see the parts. Click Edit beside the part to set the part price and labor units for that level. The default values for the part price and labor units come from the part.

To use a part price level for a customer, open and edit a customer (Accounts Receivable > Customers). In the Part Pricing Level list, choose the appropriate pricing level:
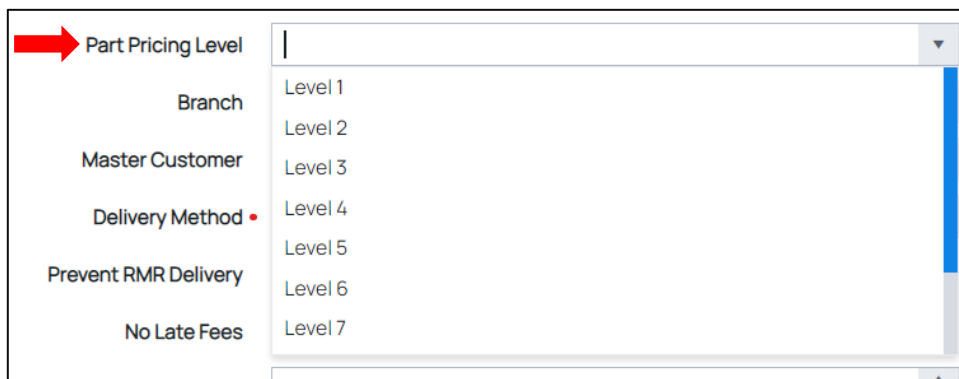
Purchase Orders

Receipts

The Purchase Orders Receipts pages was changed to remove unnecessary fields: Term and Due Date.

Proposals

Customer Proposals Close Switch

The Proposals page now has a switch above the grid call "Show Closed Proposals". Use this to toggle the proposals shown in the grid between those that are open/in progress and closed.

Activation Date and Invoice Date for Sales Packages with RMR for Proposals

If a user selects a sales package for a proposal and that sales package includes RMR, an **RMR Activation Date** and an **RMR Next Invoice Date** field appear below the Sales Package field on the right card of the proposal. Proposals cannot be saved without an RMR Activate Date and RMR Next Invoice Date.

When a user saves the proposal, the activation date and next invoice date are added to each RMR that was added to the proposal from the sales package. These fields do not overwrite any RMR on the proposal that had an activation date and next invoice date set prior to saving the proposal.

Activation Date and Invoice Date for Sales Packages with RMR for Work Orders

When users create a sales package, the RMR created for that package does not include an activation date or next invoice date because the RMR associated with a sales package can be different for each work order. When users add a sales package to a work order and that sales package includes RMR, there is a popup for users to add an activation date and next invoice date. Work orders cannot be saved without an RMR Activation Date and RMR Next Invoice Date.

When a user saves the work order, the activation date and next invoice date are added to each RMR that was added to the work order from the sales package. These fields do not overwrite any RMR on the work order that had an activation date and next invoice date set prior to saving the work order.

Reports

Many reports can be filtered by branch. Selecting one or more branches shows data for only the selected branch. Branches are a feature of Managely Pro and Enterprise.

Comparison Balance Sheet

Users can run the Comparison Balance Sheet (Reports > Accounting > Comparison Balance Sheet) and choose any two years of data to compare.

Comparison Profit and Los

Users can run the Comparison Profit and Loss (Reports > Accounting > Comparison Profit and Loss) and choose any two years of data to compare.

RMR Cancellation Report

The RMR Cancellation Report displays RMR cancelled for a calendar year by month, for two calendar years by quarter, or for four calendar years. The report is grouped by Residential and Commercial customer types; within the customer type group totals are displayed by RMR Reason Code. The last column prints either a percentage or a total dollar amount of the total cancellations by reason code. Users can drill into each reason code to display all the RMRs that were cancelled and associated with that cancellation code and a cancellation date that is within the timeframe specified on the report.

RMR Summary Listing Report

The RMR Summary Listing Report shows RMR beginning balances, increases, decreases, and ending RMR balance within a user-defined time. The report also has totals by customer.

Payment Method Listing Report

The Payment Method Listing Report (Reports > Customer > Payment Method Listing Report) shows a list of customers setup with an ACH Bank, a Credit Card, or both. This report may be generated to view credit cards that will be expiring soon so that your staff can take proactive steps to obtain a new card number or new expiration date for the card(s) on file.

Deferred Income Recognition

The Deferred Income Recognition report displays the total deferred income that either has been processed or is still to process by customer for a given time-period.

The report has these parameters:

- Branch (Managely Pro and above) – Users can select one or multiple branches
- Processed / Unprocessed Deferred Income – Users can run the report showing all the deferred income that was or was not processed
- Start / End Date – Users can run the report using a start/end date. For unprocessed deferred, this is based on the invoice or credits creation date. For processed deferred, this is based on the date that the deferred was processed and income was recognized for it

Profit and Loss Report Improvements

Users can filter the Profit and Loss Report (Reports > Accounting > Profit and Loss) by branch and by category and choose to include GL account numbers.

RMR Increase Trend

The RMR Increase Trend Report (Reports > Customer > RMR Increase Trend) prints RMRs that were increased for a calendar year by month. The report is grouped by commercial/residential or customer types; within each group totals are printed by RMR Reason Code. The last column prints the percentage or dollar amount of the total increases by RMR Reason. The last page of the report prints totals by RMR Reason for all branches and all customer types.

RMR Cycle Distribution Analysis

The RMR Cycle Distribution Analysis (Reports > Customer > RMR Cycle Distribution Analysis) is a summary report of all active RMR as for a particular Next Cycle Date. RMR amounts by item are displayed in columns for each billing cycle. This report does not account for future cycle start dates and future cancellation dates. The cycle amount is based on a standard cycle and does not account for prorated amounts.

RMR Cycle Analysis

The RMR Cycle Analysis (Reports > Customer > RMR Cycle Analysis) report displays all RMR within the parameters selected before running the report. Grand totals for the report are printed on the last page.

This report does not account for future cycle start dates and future cancellation dates. The cycle amount is based on a standard cycle and does not account for prorated amounts.

RMR Increase Summary

The RMR Increase Summary Report (Reports > Customer > RMR Increase Summary) prints total RMR amounts increased for a date range. This report is grouped either by commercial/residential or customer type. Within each commercial/residential or customer type group, amounts are printed by RMR Reason. Percentages by RMR Reason Code are printed for each customer type group. The last page of the report prints totals by Reason Code for all branches and all customer types.

RMR Improvements

Verification Prompt when Removing Undelivered Invoices and Credits

When removing undelivered invoices and credits, there is now a verification prompt to help prevent inadvertently removing them from the list.
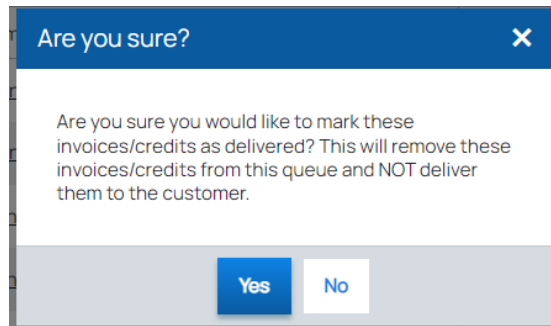
Work Orders

Appointments

The Appointments grid (Work Orders > Appointments tab) now has a Status column showing the status of each appointment:

- Scheduled - If no times have been added to the appointment
- Dispatched - If only a dispatch time has been entered on the appointment
- On-Site - If an arrival time has been entered on the appointment
- Completed - If a departed time has been entered on the appointment

Work Order Type

When users create work orders, they must also select the work order type. This is a drop-down list. Work order types come from Setup > Operations > Work Order Types.

Setup

Expense Types

Expense Types have been added to Setup > Operations. There are three default expense types that users cannot delete: Commission, Labor, and Materials. The amounts that go towards these expense types are determined by specific areas within the work order:

- Labor - Determined by timesheet entries on work orders
- Materials - Determined by parts entered on work orders
- Commission - Determined by commissions entered on the work order

Users can and add, change, and delete other expense types.

Template Engine

There are default templates that users can copy and then modify. Find these at Setup > Utilities > Template Engine. There are four default templates that users cannot delete or modify: Default Invoice, Default Credit, Default Statement, and Default Workorder. These templates are eForms that users can select when creating invoices, credits, statements, and work orders.

After copying a template, click **Design** to open the template in the eForms designer to make any desired changes. After making changes, save the eForm.

Notes

When viewing notes on the Notes tab, users can click the plus beside a note to expand the note to read it without editing the note.
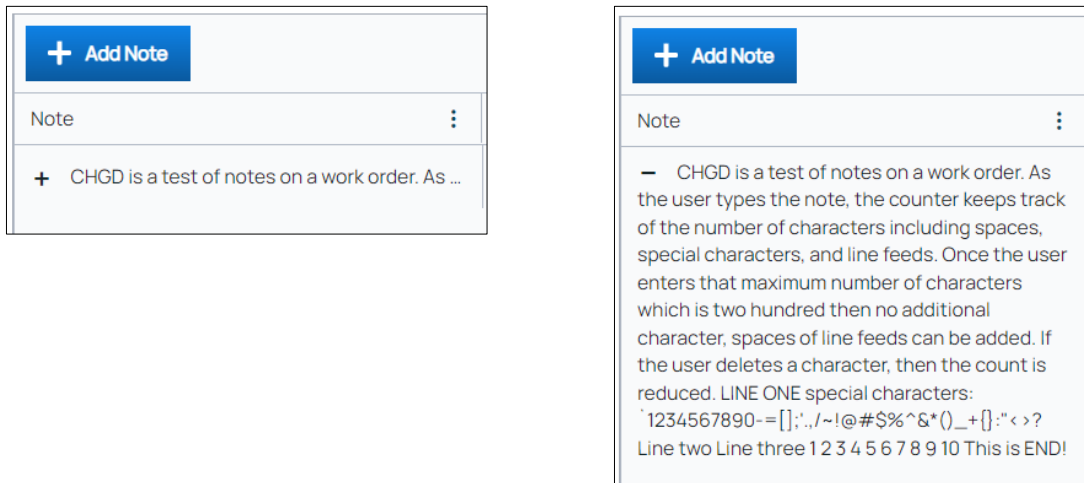
In addition, the notes field now holds up to 5,000 characters.